

**State of Montana**  
**Department of Public Health and Human Services**  
**PO Box 4210 Helena, MT 59604**

**VACANCY ANNOUNCEMENT**

**December 5, 2007**

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<b>TITLE:</b>	Administrative Support Supervisor
<b>POSITION NO:</b>	05186
<b>LOCATION:</b>	Child Support Enforcement Division, Butte
<b>STATUS:</b>	Full-Time/Permanent
<b>UNION:</b>	Non
<b>PAY GRADE:</b>	Pay Plan 20, Pay Band 4
<b>STARTING SALARY:</b>	\$27,376 - \$34,220 annually. Depending on qualifications and internal equity.
<b>SUPPLEMENT:</b>	Yes

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**APPLICATION DEADLINE:** State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to [hhsea@mt.gov](mailto:hhsea@mt.gov) or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Wednesday, December 19, 2007.** For further information visit the DPHHS website: [www.dphhs.mt.gov/jobs](http://www.dphhs.mt.gov/jobs)

**SPECIAL INFORMATION:** A typing test is required at time of application and must be obtained through any local Job Service. 40 wpm net is preferred, but not required.

Automobile travel of less than 12,000 miles per year for mail delivery, bank deposits, and committee, or other work-related training sessions or meetings. Must be able to routinely lift up to 35 pounds as the incumbent will periodically lift and carry a box of mail from the office to a vehicle and then into the post office, and also periodically lift and move boxes of office supplies, files, reams of paper, envelopes, and heavy office furniture such as filing cabinets, desks, or computer equipment. Some climbing may be required (e.g., to retrieve supplies from upper shelves in the storage area, examine phone and computer wiring, etc.) and/or crawling under desks and behind other furniture and otherwise move about confined spaces. In addition, the incumbent may sometimes deal with angry/hostile clientele within individual offices and on the telephone.

**TYPICAL DUTIES:** This position is responsible for supervising all administrative support functions necessary to maintain the smooth and efficient operation of the regional office. Duties include but are not limited to developing procedures for the proper distribution of mail and the processing of inquiries from

case participants and the general public; creating physical case file records and loading cases electronically into the System for Enforcement and Recovery of Child Support (SEARCHS) and assigning cases per regional policy; coordinating maintenance of office equipment and maintaining supply inventory; soliciting pricing and recommending best purchase options for office equipment and maintenance contracts; providing technical, microcomputer and network support; and supervising and assisting two administrative support staff with assigned clerical duties.

**KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:**

Knowledge: Knowledge of general office procedures and concepts related to administrative and clerical support activities; supervisory principles necessary to develop, plan, organize, and prioritize performance goals for the administrative team; office equipment functionality including computer hardware, word processing and accounting software, telephone, typewriter, fax, and calculator; and internet, computer functions, system capabilities, information access formats, and document generation.

Skills: Skill in leadership as related to personnel, delegation, negotiation, decision making, working under pressure, and team building; and developing training outlines, and effective presentation techniques.

Abilities: Ability to work independently with minimal direct supervision; communicate effectively orally and in writing with highly technical and non-technical people at all levels of state government, private sector businesses, co-workers, and the general public often under potentially stressful and/or verbally hostile situations; develop and implement solutions by applying deductive reasoning and problem solve; and adapt to frequent enhancements of various software applications, frequent changes in division policies/procedures, as well as state and federal laws governing child support and family law.

**EDUCATION/EXPERIENCE REQUIRED:** Two years of job-related college or vocations training in business administration, paralegal studies, accounting, computer science, office technology, legal secretary, or similar field **AND** three years of general investigative, child support, or other collections experience. Formal education may substitute for two years of the experience on a year-for-year basis. Other equivalent combinations of education and experience may be considered.

**APPLICATION AND SELECTION PROCESS:** This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons

must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school. (*\*Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604;
4. Typing test from Job Service is required at time of application; and
5. Supplement questions.

**Applications will be rejected for late, incomplete or unsigned application materials.**

**COMPENSATION:** Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

**IMMIGRATION REFORM AND CONTROL ACT:** In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

**REASONABLE ACCOMMODATIONS:** Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

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**SELECTIVE SERVICE COMPLIANCE CERTIFICATION:** All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

## SUPPLEMENT QUESTIONS

Department of Public Health and Human Services  
Title: Administrative Support Supervisor  
Position: #05186  
Location: Child Support Enforcement Division, Butte

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

### QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. The most complicated part of the Administrative Support Supervisor job is the resolution of case referrals and initial case set up in a working environment that is subject to constant interruptions. Please explain in detail your experience with multi-tasking while maintaining and producing a quality work product.
2. Please explain in detail the computer experience you possess. Be sure to include the different word processing, spreadsheet and database programs that you are familiar with and how long you used each.